

APPENDIX A - PROGRAMS AND SERVICES OFFERED BY THE DLNR

The DLNR is composed of the Office of the Chairperson with two (2) staff offices; eight (8) boards, commissions and councils; and ten (10) operating divisions. The programs and services offered to the public encompass the land and off-shore waters from the island of Hawaii on the east to Midway Island on the northwest.

Office of the Chairperson

- Chairperson and Deputies
- Administrative Service Office
- Personnel Office

Boards, Commissions & Councils

- Commission on Water Resources Management
- Kahoolawe Island Reserve Commission
- Board of Land and Natural Resources (Office of the Chairperson)
- Natural Area Reserve Commission (Forestry & Wildlife Division)
- Hawaii Aquatic Advisory Council (Forestry & Wildlife and Aquatics Divisions)
- Hawaii Historic Places Review Board (Historic Preservation)
- Islands Burial Council (Historic Preservation Division)
- Animal Species Advisory Commission (Forestry & Wildlife Division and Aquatic Resources Division)

Operating Divisions

- Water Resources Management (Staff for Commission on Water Resources Management)
- Aquatic Resources
- Boating and Ocean Recreation
- Conservation and Resources Enforcement
- Bureau of Conveyances
- Forestry and Wildlife
- Historic Preservation
- Land
- State Parks
- Engineering

Office of the Chairperson

Under the general direction of the Governor of the State of Hawaii, the Office of the Chairperson, and through the Board of Land and Natural Resources (Board), plans, directs, and coordinates the various activities of the department within the scope of laws and established policies and regulations.

One Stop Shop - Counter service is provided, where camping permits, licensing, maps, and other departmental literature is distributed. In addition, the sale of departmental literature, souvenirs and other memorabilia is provided.

Public Information Office - Coordinates information describing departmental program, policies and activities. Includes the Education Center, which is used as a display area and learning center for departmental activities.

The Shop and Center programs provide activities and services to the public. The Chairperson's Office and Public Information Office provide for limited access by the public; primarily serves to plan, direct, and coordinate various activities within the department.

Administrative Services Office (ASO)

Provides administrative support services on a department-wide basis to the Chairperson and members of the Board of Land and Natural Resources and to the ten operating divisions and two departmental staff offices. This office serves as the chairperson's key advisory staff and resource in the internal management of departmental programs relative to assigned functional areas, which include: program planning and budgeting, fiscal management, auditing, Federal aid, electronic data processing/office automation, telecommunications, records management, risk management, reorganizations, and office services. Provides specialized liaison services with the Department of Accounting and General Services, the Department of Budget and Finance, the Legislature, and Federal agencies.

Personnel Office

Provides comprehensive personnel management supportive services to the Chairperson, the Board of Land and Natural Resources, and to heads of divisions and staff offices of the department. Major services include guidance and technical assistance in such specialized fields as employee and labor relations; position classification; organization and management; employee training and development; employee safety; recruitment; selection and placement; affirmative action; employee benefits; and personnel transactions and records maintenance.

This program provides counter service accessible by the public and department employees.

Commission on Water Resources Management

The Commission is the regulatory government agency responsible for administration of Hawaii's State Water Code, which includes allocation of water in designated water management areas.

This program provides counter service accessible by the public and departmental employees.

Kahoolawe Island Reserve Commission (KIRC)

An attached agency within the DLNR, KIRC shall: 1) Establish criteria, policies, and controls for permissible uses within the island reserve; 2) approve all contracts for services and rules pertaining to the island reserve; 3) provide advice to the governor, the department, and other departments and agencies on any matter relating to the island reserve; 4) provide advice to the Office of State Planning and the Department of the Attorney General on any matter relating to the federal conveyance of Kahoolawe; 5) enter into curator or stewardship agreements with appropriate Hawaiian cultural and spiritual community organizations for the perpetuation of native Hawaiian cultural, religious, and subsistence customs, beliefs, and practices for the purposes stated in section 6K-3, HRS; 6) carry out those powers and duties otherwise conferred upon the Board of Land and Natural Resources and the Land Use Commission with regard to land dispositions and land use approvals pertaining to the island reserve. All powers and duties of the Board of Land and Natural Resources and the Land Use Commission concerning land dispositions and land use approvals pertaining to the island reserve are transferred to the commission; and 7) carry out those powers and duties concerning the island reserve otherwise conferred upon the County of Maui by Chapter 205A, HRS. The powers and duties of the County of Maui and its agencies concerning coastal zone disposition and approvals pertaining to the island reserve are transferred to the commission.

This program has a main office, which is accessible by the public. It has a field office on Maui, which is also accessible by the public, but serves mainly employees and contractors. A military barracks building on Kahoolawe is used to house staff on an incidental basis. The public is not allowed access to the island.

Division of Aquatic Resources (DAR)

DAR establishes and conducts activities and projects to develop and manage aquatic resources for maximum production, protect aquatic environment for optimum condition. and control aquatic activities for equitable allocation.

This program is statewide and is accessible by the public. On Oahu, it also maintains the Anuenue Fisheries Research Center, which it uses to enhance fisheries production and development. This area is not accessible by the public.

Division of Boating and Ocean Recreation (DOBOR)

Under the general direction of the Board of Land and Natural Resources and its Chairperson, this division manages and administers the statewide ocean recreation and coastal areas programs pertaining to the ocean waters and navigable streams of the State (exclusive of commercial harbors), small boat harbors, and beaches encumbered with easements in favor of the public in accordance with the provisions of Chapter 200, Ocean Recreation and Coastal Areas, Hawaii Revised Statutes, and in conformance with other laws, rules and regulations (Federal and State), departmental policies and standards and other requirements.

This division maintains offices, baseyards and various small boat harbors and boating ramps statewide. Accessibility to these facilities is presently being evaluated by AP&C.

Division of Conservation and Resource Enforcement (DOCARE)

DOCARE provides for the protection and conservation of Hawaii's lands and natural resources through the enforcement of laws, rules and regulations, and through public education. The statewide program provides for counter service accessible by the public.

Hunter Education Office - Plans, develops and implements a program of public education and certification to inform and instructs the State's residents in wildlife resource conservation, outdoor ethics and hunting safety. This program is located on Oahu in a privately owned building. It is accessible by the public. It has a district office in Kamuela, which is also accessible.

Bureau of Conveyance (BOC)

The BOC's recording program is mandated and guided by specific statutes to protect the rights of individuals and organizations in land ownership. Comprehensive records of documents affecting land titles, including deeds, mortgages, maps and land court documents are maintained. The Bureau of Conveyances also registers documents under the provision of the Uniform Commercial Code as a means of perfecting security interests in personal property.

The Bureau of Conveyances is the sole agency in the State of Hawaii authorized to carry out this function; therefore it is the only office that can provide information concerning recordation and registration methods and procedures.

As a service to the Department of Taxation and the public, the Bureau of Conveyances also collects conveyance taxes due on transfer of real property ownership.

This program provides counter service accessible by the public.

Division of Forestry and Wildlife (DOFAW)

DOFAW plans, coordinates, and reports on the programs of the division under the general direction of the Board of Land and Natural Resources and operating within the parameters of the Title XII of the Hawaii Revised Statutes. the activities of the division include statewide programs of management, development, maintenance, research and propagation of the forests and wildlife resources; and the development and management of the natural area reserves and trails and access systems.

This program maintains statewide offices and baseyards. These offices, which offer permits, literature and other information, are located in DAGS leased buildings and are accessible by the public. the baseyards are not accessible by the public as they primarily service employees within the department. The program also manages natural area reserves, trails and access systems. The reserves and trails systems offer limited access by the public. Access to the trails systems will be guided by the yet to be established recreational facility guidelines.

Historic Preservation Division (HPD)

This division develops and maintains a comprehensive program of historical preservation to promote the use and conservation of historic properties for the education, inspiration, pleasure and enrichment of the citizens of Hawaii.

This program maintains offices and historical/cultural sites statewide. All offices provide for accessibility by the public. There is limited public access to the historical/cultural sites.

Land Division (LD)

This division provided for the planning, management and development of public lands. This program maintains statewide offices. These offices are located in DAGS leased buildings and are available by the public.

Division of State Parks (SP)

The division is responsible for providing the public with a program for: planning, developing, and managing outdoor recreation areas; operation, restoration, acquisition, interpretation and maintenance of State parks including historical and archaeological sites, and scenic and natural resources under the jurisdiction of the division.

This program maintains statewide offices, state parks, and archaeological/historical sites statewide. the offices, which provide for permits and other literature, are located in DAGS leased buildings and are accessible by the public. The State parks and archaeological/historical sites are, for the most part, being evaluated by AP&C. As the accessibility guidelines for recreational facilities are still not finalized, compliance is expected to be in progress.

Engineering Division (ENG)

Water and Land Development: Provides comprehensive and professional engineering services for developing water supplies for State sponsored projects and State lands; and implements capital improvement and repair projects for other divisions in the department and State agencies.

Prevention of Natural Disasters: To implement flood plain management and dam safety activities to minimize the loss of life and property damage. This program maintains Oahu, Maui, and Hawaii offices. These offices are accessible by the public.

Involvement of People with Disabilities

The Department of Land and Natural Resources has contracted with Accessibility Planning & Consulting, Inc. (AP&C), an accessibility consulting firm whose staff includes persons with disabilities and works closely with individuals and organizations representing persons with disabilities.

The ADA Title II regulations require that public entities provide opportunities for people with disabilities or organizations representing people with disabilities to participate in the self evaluation process. The DLNR has held public informational meetings at the following locations and dates:

Kona (Hale Halawai):	Wednesday, November 13, 2002	3-5 p.m.
Hilo: (State Office Building)	Thursday, November 14, 2002	3-5 p.m.
Maui (Kalana Pukui)	Monday, November 18, 2002	3-5 p.m.
Kauai (4444 Rice Street)	Wednesday, November 20, 2002	4-6 p.m.
Honolulu (Ala Wai Clubhouse)	Thursday, November 21, 2002	11 a.m. - 1 p.m.
Honolulu (DLNR Board Rm)	Thursday, November 21, 2002	5-6:30 p.m.

In addition, individuals with disabilities as well as families, friends and agencies representing individuals with disabilities are invited to comment and make recommendations via fax or mail. The minutes of the public informational meetings and responses to questions and concerns are located in Appendix H.

Copies of the Self-Evaluation and Transition Plan

As a further effort to provide an opportunity for agencies and individuals to comment, the DLNR has provided copies of this document at the following locations.

Hawaii Services on Deafness	Easter Seal Hawaii
Ohana Kokua Ano Kuli	Mental Health Association
National Federation of the Blind of Hawaii	Protection & Advocacy Agency
Alzheimer's Disease & Related Disorders	United Cerebral Palsy Association of Hawaii Assoc.
Hawaii Centers for Independent Living	
Learning Disabilities Association of Hawaii	

In June and July 2002, DLNR staff meetings for managers and key program and services personnel were held on the islands of Hawaii, Maui, Oahu, and Kauai. Over seventy (70) employees attended the meetings representing all facilities of the DLNR. Forty (40) survey forms were returned and the results summarized on the attached "General Policies and Practices Assessment" and "Communications Assessment" forms.

- Office of the Chairperson
2 assessments - pgs. A7 – A10
- Boards, Commissions & Councils
2 assessments - pgs. A11 – A14
- Aquatic Resources
4 assessments - pgs. A15 – A21

- Boating & Ocean Recreation
4 assessments – pgs. A22 – A29
- Conservation & Resources Enforcement
6 assessments – pgs. A30 – A40
- Bureau of Conveyances
1 assessment – pgs. A41 – A42
- Forestry & Wildlife
7 assessments – pgs. A43 – A52
- Historic Preservation
2 assessments – pgs. A53 – A56
- Land Division
1 assessment – pgs. A57 – A58
- State Parks
6 assessments – pgs. A59 – A70
- Engineering
5 assessments – pgs. A71 – A80

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation

General Policies and Practices Assessment

Date: July 1, 2002

Evaluation Completed By: Bruce Clark

Division: Chairman's Office

Program: Oahu

Contact Name: Michael Markrich
Karen Matsunaga
Shauna

Contact Phone No.: 587-0330
587-0335
587-0180

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Yes
Comment:	No discriminatory activities identified	Recommendation:	None
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	Yes
Comment:	On all written material.	Recommendation:	None
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	No
Comment:	None Identified	Recommendation:	None
Program:	<i>Contracted Services?</i>	Finding:	None
Comment:		Recommendation:	
Program:	<i>Procurement Contracts?</i>	Finding:	None
Comment:		Recommendation:	
Program:	<i>Licensing/Certification</i>	Finding:	None
Comment:		Recommendation:	

Conclusions: The Chairperson office survey indicates that staff understands all provisions of the ADA Title II requirements. These procedures should be documented in department wide policies to achieve uniformity in meeting the requirements of program access.

Overall recommendations include adopting a department wide policy statement to be included on all public notices and documents provided to the public, indicating a two-week notice for providing accommodations, where to access documents in alternative formats and the methods of paying for those foremast. Provide front line staff with additional training on the requirements of achieving program access.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: July 1, 2002

Evaluation Completed By: Bruce Clark

Division: Chairman's Office

Program: Oahu

Contact Name: Michael Markrich
Karen Matsunaga
Shauna

Contact Phone No.: 587-0330
587-0335
587-0180

Program:	<i>Visual Communications?</i>	Finding:	Yes
Comment:	Braille not indicated on survey form (Shauna)	Recommendation:	Contact office to determine if Braille is offered and provided upon request
Program:	<i>Aural Communications?</i>	Finding:	Appears to provide all required services.
Comment:	None	Recommendation:	None
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	Yes
Comment:	Informs individuals at public meetings.	Recommendation:	Issue a Department wide policy.
Program:	<i>Provision for, and funding of, services?</i>	Finding:	None indicated
Comment:		Recommendation:	Written policy would include this information
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	Question on determining most appropriate means of communications
Comment:	M. Markrich indicates that staff may require additional training to determine which auxiliary aide would be most appropriate and if the aide would be an effective means of communications	Recommendation:	Bring in consultants, representing the deaf and the blind to discuss various types and effectiveness of various methods of communications. (Library for the Blind and Hawaii Cord. Council on Deafness)
Program:	<i>Employment Practices</i>	Finding:	No discriminatory practices were identified in the survey addressing employment practices
Comment:	None	Recommendation:	None

Conclusions: A Department wide policy outlining the steps to be taken when providing a reasonable accommodation in effective communications or documents in alternate formats. The policy should include instructions on paying for the accommodations, where to access the accommodations and the average time frame in accessing the accommodation.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation

General Policies and Practices Assessment

Date: July 17, 2002

Evaluation Completed By: Bruce Clark

Division: Data Processing –Admin. Svc.
Office

Program: Oahu

Contact Name: Lisa Loos

Contact Phone No.: 587-0338

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Yes
Comment:	None	Recommendation:	None
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	No
Comment:	No method indicated	Recommendation:	None
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	? Section 508
Comment:	Determine if this office is familiar with Section 508	Recommendation:	
Program:	<i>Contracted Services?</i>	Finding:	Not answered
Comment:		Recommendation:	
Program:	<i>Procurement Contracts?</i>	Finding:	Not answered
Comment:	None	Recommendation:	None
Program:	<i>Licensing/Certification</i>	Finding:	No
Comment:		Recommendation:	None

Conclusions: Contact Lila to determine if DLNR follows Section 508 when providing public documents on the WEB.

Provide a department wide standard policy statement to be included on all public notices and documents provided to the public indicating a two-week notice for providing accommodations.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: July 17, 2002

Evaluation Completed By: Bruce Clark

Division: Data Processing – Admin. Svc.
Office

Program: Oahu

Contact Name: Lila Loos

Contact Phone No.: 587-0338

Program:	<i>Visual Communications?</i>	Finding:	Yes
Comment:	No formats indicated	Recommendation:	Department wide policy will include all formats
Program:	<i>Aural Communications?</i>	Finding:	?
Comment:	No formats indicated	Recommendation:	Department wide policy will include all formats
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	No
Comment:	Both engineering as well as consultants should be aware of requirements	Recommendation:	Department wide policy will include notification policy
Program:	<i>Provision for, and funding of, services?</i>	Finding:	None indicated
Comment:		Recommendation:	Written policy would include this information
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	N/A
Comment:	None	Recommendation:	
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: Determine if 508 requirements are being followed for information posted on the WEB Site

A Department wide policy outlining the steps to be taken when providing a reasonable accommodation in effective communications or documents in alternate formats. The policy should include instructions on paying for the accommodations, where to access the accommodations and the average time frame in accessing the accommodation.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation

General Policies and Practices Assessment

Date: July 1, 2002

Evaluation Completed By: Bruce Clark

Division: Commission on Water Resource
Management

Program: Oahu

Contact Name: Linnel T. Nishioka

Contact Phone No.: 587-0214

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Yes
Comment:		Recommendation:	
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	Yes
Comment:	On all written material. 3 days notice to request accommodation	Recommendation:	Provide additional time to request accommodations
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	Unknown
Comment:	Public meeting sites are listed.	Recommendation:	Conduct a survey of the sites at which public meeting are provided to determine level of accessibility.
Program:	<i>Contracted Services?</i>	Finding:	No
Comment:		Recommendation:	
Program:	<i>Procurement Contracts?</i>	Finding:	No
Comment:	None	Recommendation:	None
Program:	<i>Licensing/Certification</i>	Finding:	No
Comment:		Recommendation:	None

Conclusions: Provide a department wide standard policy statement to be included on all public notices and documents provided to the public indicating a two-week notice for providing accommodations. Provide front line staff with additional training on the requirements of providing program access.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: July 1, 2002

Evaluation Completed By: Bruce Clark

Division: Commission on Water Resource
Management

Program: Oahu

Contact Name: Linnel T. Nishioka

Contact Phone No.: 587-0214

Program:	<i>Visual Communications?</i>	Finding:	Yes
Comment:	Large print, Braille and computer disk not indicated	Recommendation:	This would be covered under a department wide policy
Program:	<i>Aural Communications?</i>	Finding:	Yes
Comment:	Appears to provide all required services	Recommendation:	None
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	Yes
Comment:	Informs individuals at public meetings. This should also be included in all written documents	Recommendation:	Issue a Department wide policy.
Program:	<i>Provision for, and funding of, services?</i>	Finding:	None indicated
Comment:		Recommendation:	Written policy would include this information
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	N/A
Comment:	None	Recommendation:	None
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: A Department wide policy outlining the steps to be taken when providing a reasonable accommodation in effective communications or documents in alternate formats. The policy should include instructions on paying for the accommodations, where to access the accommodations and the average time frame in accessing the accommodation.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: May 20, 2002

Evaluation Completed By: Bruce Clark

Division: Admin.

Program: Kaho'olawe Island

Contact Name: Deepak Neupane

Contact Phone No.: 245-5025

Program:	<i>Visual Communications?</i>	Finding:	No.
Comment:	Public information meetings are held as well as monthly commission meetings.	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Aural Communications?</i>	Finding:	No
Comment:	No methods are indicated of providing aural or oral communications in alternate formats.	Recommendation:	Provide a policy for providing information in all formats upon request
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	No. No notification is provide to the public of available services
Comment:	Staff should be provided with additional training.	Recommendation:	Provide a written policy and training.
Program:	<i>Provision for, and funding of, services?</i>	Finding:	None
Comment:	Department Policy	Recommendation:	Provide training and a written policy.
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	N/A
Comment:		Recommendation:	
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: It does not appear that the Kaho'olawe Commission is knowledgeable in what the ADA require in providing auxiliary aides and services and documents in all alternate formats. Training to the front line staff who comes into contact with the public is recommended.

A department wide policy should be issued outlining the methods to access each service and the methods to fund the formats and services require

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation

General Policies and Practices Assessment

Date: May 20, 2002

Evaluation Completed By: Bruce Clark

Division: Admin.

Program: Kaho'olawe Island

Contact Name: Deepak Neupane

Contact Phone No.: 245-5025

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	No. See Conclusions
Comment:		Recommendation:	
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	No. See Conclusions
Comment:		Recommendation:	
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	No. See Conclusions
Comment:		Recommendation:	
Program:	<i>Contracted Services?</i>	Finding:	None
Comment:	None	Recommendation:	None
Program:	<i>Procurement Contracts?</i>	Finding:	None
Comment:	None	Recommendation:	None
Program:	<i>Licensing/Certification</i>	Finding:	None
Comment:	Review permitting, if provided.	Recommendation:	See below

Conclusions: Written policies should be issued outlining those steps that could be taken to accommodate and an otherwise qualified individuals to participate in the Hawaiian right to access the island as well as the defiled qualifications required of volunteers to participate in the programs offered.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation

General Policies and Practices Assessment

Date: July 17, 2002

Evaluation Completed By: Bruce Clark

Division: Aquatic Resources

Program: Oahu – Program 153/805/401

Contact Name: M. Fujimoto

Contact Phone No.: 587-0085

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Yes
Comment:	Conducts tours to students	Recommendation:	Identify tours to determine if accessible. If not, then video of tour may be needed
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Not Answered	No
Comment:	No public notice indicated	Recommendation:	Issue a department wide policy
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	No
Comment:		Recommendation:	
Program:	<i>Contracted Services?</i>	Finding:	N/A
Comment:		Recommendation:	
Program:	<i>Procurement Contracts?</i>	Finding:	N/A
Comment:	None	Recommendation:	None
Program:	<i>Licensing/Certification</i>	Finding:	No
Comment:		Recommendation:	None

Conclusions: Identify tour cites and determine accessibility level. Produce a video is necessary.

Provide a department wide standard policy statement to be included on all public notices and documents provided to the public indicating a two-week notice for providing accommodations.

Provide front line staff with additional training on the requirements of providing program access.

Note: Communication Survey has not been received.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: July 1, 2002

Evaluation Completed By: Bruce Clark

Division: Aquatic Resources

Program: Oahu – Education

Contact Name: Randy Honebrink

Contact Phone No.: 587-0111

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Yes
Comment:	None	Recommendation:	None
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	No
Comment:	Survey indicates a “fishing platform” is provided for accessibility.	Recommendation:	Issue a department wide policy. Determine location of platform and portability.
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	No separate programs indicated. (see platform above)
Comment:		Recommendation:	
Program:	<i>Contracted Services?</i>	Finding:	N/A
Comment:		Recommendation:	
Program:	<i>Procurement Contracts?</i>	Finding:	N/A
Comment:		Recommendation:	
Program:	<i>Licensing/Certification</i>	Finding:	None
Comment:		Recommendation:	None

Conclusions: Review fishing platform and availability upon request?
Provide a department wide standard policy statement to be included on all public notices and documents provided to the public indicating a two-week notice for providing accommodations. Provide front line staff with additional training on the requirements of providing program access.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: July 1, 2002

Evaluation Completed By: Bruce Clark

Division: Aquatic Resources

Program: Oahu - Education

Contact Name: Randy Honebrink

Contact Phone No.: 587-0111

Program:	<i>Visual Communications?</i>	Finding:	Yes
Comment:	Not all formats indicated.	Recommendation:	Department wide policy will include all formats
Program:	<i>Aural Communications?</i>	Finding:	Yes
Comment:	No indication that documents are provided in all required formats.	Recommendation:	Department wide policy will include all formats
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	No
Comment:	No indicating that the public is notified of available services / formats	Recommendation:	This would be covered under a department wide policy
Program:	<i>Provision for, and funding of, services?</i>	Finding:	None indicated
Comment:		Recommendation:	Written policy would include this information
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	No TDD
Comment:	May require TDD in complex phone conversations	Recommendation:	Provide information on State wide Relay Service
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: A Department wide policy outlining the steps to be taken when providing a reasonable accommodation in effective communications or documents in alternate formats. The policy should include instructions on paying for the accommodations, where to access the accommodations and the average time frame in accessing the accommodation.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: July 1, 2002

Evaluation Completed By: Bruce Clark

Division: Aquatic Resources

Program: Oahu – Program LNR153

Contact Name: W. Ikehara / R. Kokubun

Contact Phone No.: 587-0096

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Yes
Comment:	None	Recommendation:	None
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	No
Comment:	No public notice indicated	Recommendation:	Issue a department wide policy
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	No separate programs
Comment:		Recommendation:	
Program:	<i>Contracted Services?</i>	Finding:	N/A
Comment:		Recommendation:	
Program:	<i>Procurement Contracts?</i>	Finding:	N/A
Comment:		Recommendation:	
Program:	<i>Licensing/Certification</i>	Finding:	None
Comment:		Recommendation:	None

Conclusions: Provide a department wide standard policy statement to be included on all public notices and documents provided to the public indicating a two-week notice for providing accommodations. Provide front line staff with additional training on the requirements of providing program access.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: July 1, 2002

Evaluation Completed By: Bruce Clark

Division: Aquatic Resources

Program: Oahu – Program LNR153

Contact Name: W. Ikehara / R. Kokubun

Contact Phone No.: 587-0096

Program:	<i>Visual Communications?</i>	Finding:	Yes
Comment:	Not all formats indicated.	Recommendation:	Department wide policy will include all formats
Program:	<i>Aural Communications?</i>	Finding:	Yes
Comment:	No indication that documents are provided in all required formats.	Recommendation:	Department wide policy will include all formats
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	No
Comment:	No indicating that the public is notified of available services / formats	Recommendation:	This would be covered under a department wide policy
Program:	<i>Provision for, and funding of, services?</i>	Finding:	None indicated
Comment:		Recommendation:	Written policy would include this information
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	No TDD
Comment:	May require TDD in complex phone conversations	Recommendation:	Provide information on State wide Relay Service
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: A Department wide policy outlining the steps to be taken when providing a reasonable accommodation in effective communications or documents in alternate formats. The policy should include instructions on paying for the accommodations, where to access the accommodations and the average time frame in accessing the accommodation.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: July 1, 2002

Evaluation Completed By: Bruce Clark

Division: Aquatic Resources

Program: Oahu – Program 805/401

Contact Name: Francis Oishi

Contact Phone No.: 587-0094

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Not Answered
Comment:	None	Recommendation:	None
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Not Answered	Not Answered
Comment:	No public notice indicated	Recommendation:	Issue a department wide policy
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	Not Answered
Comment:		Recommendation:	
Program:	<i>Contracted Services?</i>	Finding:	Not Answered
Comment:		Recommendation:	
Program:	<i>Procurement Contracts?</i>	Finding:	Not Answered
Comment:	None	Recommendation:	None
Program:	<i>Licensing/Certification</i>	Finding:	No
Comment:		Recommendation:	None

Conclusions: Return questionnaire and request questions be answered.
Provide a department wide standard policy statement to be included on all public notices and documents provided to the public indicating a two-week notice for providing accommodations. Provide front line staff with additional training on the requirements of providing program access.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: July 1, 2002

Evaluation Completed By: Bruce Clark

Division: Aquatic Resources

Program: Oahu Program 805/401

Contact Name: Francis Oishi

Contact Phone No.: 587-0094

Program:	<i>Visual Communications?</i>	Finding:	Yes
Comment:	Not all formats indicated. Questions not answered.	Recommendation:	Retune survey form for further information
Program:	<i>Aural Communications?</i>	Finding:	Yes
Comment:	No indication that documents are provided in all required formats.	Recommendation:	This would be covered under a department wide policy
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	No
Comment:	No indicating that the public is notified of available services / formats	Recommendation:	This would be covered under a department wide policy
Program:	<i>Provision for, and funding of, services?</i>	Finding:	None indicated
Comment:		Recommendation:	Written policy would include this information
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	N/A
Comment:	None	Recommendation:	None
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: Return questionnaire for additional information.
A Department wide policy outlining the steps to be taken when providing a reasonable accommodation in effective communications or documents in alternate formats. The policy should include instructions on paying for the accommodations, where to access the accommodations and the average time frame in accessing the accommodation.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: June 10, 2002

Evaluation Completed By: Bruce Clark

Division: DOBOR

Program: Small Boat Harbor

Contact Name: Stephen Thompson

Contact Phone No.: 587-1973

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Yes
Comment:	Determined internally on a case by case basis	Recommendation:	None
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	None
Comment:	Staff should be trained on the requirements of the ADA in this area	Recommendation:	Include “request for accommodations” notice on all publications
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	Full participation, no exclusions.
Comment:	None	Recommendation:	None
Program:	<i>Contracted Services?</i>	Finding:	None
Comment:	None	Recommendation:	None
Program:	<i>Procurement Contracts?</i>	Finding:	None
Comment:	None	Recommendation:	None
Program:	<i>Licensing/Certification</i>	Finding:	None
Comment:	Review permitting if provided.	Recommendation:	See below

Conclusions: Are permits issued for boats? If yes, is there a procedure available to accommodate an individual? Are there any restrictions on the permits?

Provide a department wide policy statement to be included on all public notices and documents provided to the public.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: June 10, 2002

Evaluation Completed By: Bruce Clark

Division: DOBR

Program: Small Boat Harbor

Contact Name: Stephen Thompson

Contact Phone No.: 587-1973

Program:	<i>Visual Communications?</i>	Finding:	Yes
Comment:	Braille , audio tapes formats are not indicted but may be requested.	Recommendation:	Provide a written department wide policy to make available al required formats.
Program:	<i>Aural Communications?</i>	Finding:	More information required.
Comment:	Are videos tapes provided? Provisions of a sign language interpreter is not presently available.	Recommendation:	Issue a department wide policy of methods of providing all types of aides and formats.
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	No
Comment:	Staff should be provided with additional training.	Recommendation:	Provide a written policy and training.
Program:	<i>Provision for, and funding of, services?</i>	Finding:	None
Comment:	Department Policy	Recommendation:	Provide training and a written policy.
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	N/A
Comment:		Recommendation:	
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: It does not appear that the DOBOR is knowledgeable in what the ADA require in providing auxiliary aides and services and documents in alternate formats. Training to the front line staff who comes into contact with the public is recommended.

A department wide policy should be issued outlining the methods to access each service and the methods to fund the formats and services require

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: May 20, 2002

Evaluation Completed By: Bruce Clark

Division: Boating & Recreation

Program: BOR - Hawaii

Contact Name: Nancy Murphy

Contact Phone No.: 329-4997

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Yes
Comment:	None	Recommendation:	None
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	Public informed upon request
Comment:	Public should be informed on a regular basis.	Recommendation:	Staff should be trained on the requirements of the ADA in this area. Include "request for accommodations" notice on all publications
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	Full participation, no exclusions.
Comment:	None	Recommendation:	None
Program:	<i>Contracted Services?</i>	Finding:	None
Comment:	None	Recommendation:	None
Program:	<i>Procurement Contracts?</i>	Finding:	None
Comment:	None	Recommendation:	None
Program:	<i>Licensing/Certification</i>	Finding:	None
Comment:	Review permitting, if provided.	Recommendation:	See below

Conclusions: Are permits issued for boats? If yes, is there a procedure available to accommodate an individual? Are there any restrictions on the permits?

Provide a department wide policy statement to be included on all public notices and documents provided to the public.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: May 20, 2002

Evaluation Completed By: Bruce Clark

Division: Boating & Recreation

Program: BOR - Hawaii

Contact Name: Nancy Murphy

Contact Phone No.: 329-4997

Program:	<i>Visual Communications?</i>	Finding:	Yes
Comment:	All formats are indicated with the exception of Audio Tape.	Recommendation:	Provide a policy for providing information on audiotapes for individuals who are blind and do not read Braille.
Program:	<i>Aural Communications?</i>	Finding:	Yes
Comment:	All auxiliary aides indicated	Recommendation:	Determine if methods and funding policy is in place for providing services and aids.
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	Yes, but not how
Comment:	Staff should be provided with additional training.	Recommendation:	Provide a written policy and training.
Program:	<i>Provision for, and funding of, services?</i>	Finding:	None
Comment:	Department Policy	Recommendation:	Provide training and a written policy.
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	N/A
Comment:		Recommendation:	
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: It does not appear that the BOR-Hawaii is knowledgeable in what the ADA require in providing auxiliary aides and services and documents in all alternate formats. Training to the front line staff who comes into contact with the public is recommended.

A department wide policy should be issued outlining the methods to access each service and the methods to fund the formats and services require

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: May 20, 2002

Evaluation Completed By: Bruce Clark

Division: Boating & Recreation

Program: BOR - Maui

Contact Name: Carol She

Contact Phone No.: 243-5824

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Yes
Comment:	None	Recommendation:	None
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	Public informed upon request
Comment:	Public should be informed on a regular basis.	Recommendation:	Staff should be trained on the requirements of the ADA in this area. Include "request for accommodations" notice on all publications
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	Full participation, no exclusions.
Comment:	None	Recommendation:	None
Program:	<i>Contracted Services?</i>	Finding:	None
Comment:	None	Recommendation:	None
Program:	<i>Procurement Contracts?</i>	Finding:	None
Comment:	None	Recommendation:	None
Program:	<i>Licensing/Certification</i>	Finding:	None
Comment:	Review permitting, if provided.	Recommendation:	See below

Conclusions: Are permits issued for boats? If yes, is there a procedure available to accommodate an individual? Are there any restrictions on the permits?

Provide a department wide policy statement to be included on all public notices and documents provided to the public.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: May 20, 2002

Evaluation Completed By: Bruce Clark

Division: Boating & Recreation

Program: BOR - Maui

Contact Name: Carol She

Contact Phone No.: 243-5824

Program:	<i>Visual Communications?</i>	Finding:	Yes
Comment:	All formats are indicated with the exception of Audio Tape.	Recommendation:	Provide a policy for providing information on audiotapes for individuals who are blind and do not read Braille.
Program:	<i>Aural Communications?</i>	Finding:	Yes
Comment:	All auxiliary aides indicated	Recommendation:	Determine if methods and funding policy is in place for providing services and aids.
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	Yes, but only verbally
Comment:	Staff should be provided with additional training.	Recommendation:	Provide a written policy and training.
Program:	<i>Provision for, and funding of, services?</i>	Finding:	None
Comment:	Department Policy	Recommendation:	Provide training and a written policy.
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	N/A
Comment:		Recommendation:	
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: It does not appear that the BOR-Maui is knowledgeable in what the ADA require in providing auxiliary aides and services and documents in alternate formats. Training to the front line staff who comes into contact with the public is recommended.

A department wide policy should be issued outlining the methods to access each service and the methods to fund the formats and services require

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: May 20, 2002

Evaluation Completed By: Bruce Clark

Division: Boating & Recreation

Program: BOR - Kauai

Contact Name: Vaughan Tyndzik

Contact Phone No.: 245-8028

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Yes
Comment:	None	Recommendation:	None
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	No
Comment:	Public must be informed on a regular basis. No method to determine if a request would fundamentally alter program.	Recommendation:	Staff should be trained on the requirements of the ADA in this area. Include "request for accommodations" notice on all publications
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	Full participation, no exclusions.
Comment:	None	Recommendation:	None
Program:	<i>Contracted Services?</i>	Finding:	None
Comment:	None	Recommendation:	None
Program:	<i>Procurement Contracts?</i>	Finding:	None
Comment:	None	Recommendation:	None
Program:	<i>Licensing/Certification</i>	Finding:	None
Comment:	Review permitting, if provided.	Recommendation:	See below

Conclusions: Are permits issued for boats? If yes, is there a procedure available to accommodate an individual? Are there any restrictions on the permits?

Provide a department wide policy statement to be included on all public notices and documents provided to the public.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: May 20, 2002

Evaluation Completed By: Bruce Clark

Division: Boating & Recreation

Program: BOR - Kauai

Contact Name: Vaughan Tynzik

Contact Phone No.: 245-8028

Program:	<i>Visual Communications?</i>	Finding:	Yes
Comment:	All formats are indicated with the exception of Verbal, Computer Disk.	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Aural Communications?</i>	Finding:	Yes
Comment:	All auxiliary aides indicated. Is videos part of any information or meetings? Are they captioned?	Recommendation:	Determine if methods and funding policy is in place for providing services and aids.
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	Not indicated.
Comment:	Staff should be provided with additional training.	Recommendation:	Provide a written policy and training.
Program:	<i>Provision for, and funding of, services?</i>	Finding:	None
Comment:	Department Policy	Recommendation:	Provide training and a written policy.
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	N/A
Comment:		Recommendation:	
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: It does not appear that the BOR-Kauai is knowledgeable in what the ADA require in providing auxiliary aides and services and documents in all alternate formats. Training to the front line staff who comes into contact with the public is recommended.

A department wide policy should be issued outlining the methods to access each service and the methods to fund the formats and services require

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: June 8, 2002

Evaluation Completed By: Bruce Clark

Division: DOCARE

Program: Oahu-Admin.

Contact Name: Lawrence Terlep, Sr.

Contact Phone No.: 974-6208

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Participation not restricted
Comment:		Recommendation:	None
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	None indicated
Comment:	Should b indicated on all publications and notifications.	Recommendation:	Staff should be trained on the requirements of the ADA in this area. Include “request for accommodations” notice on all publications
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	No?
Comment:	Program description indicates interaction with the public.	Recommendation:	Staff should be trained on the requirements of the ADA in this area. Include “request for accommodations” notice on all publications
Program:	<i>Contracted Services?</i>	Finding:	No
Comment:		Recommendation:	None
Program:	<i>Procurement Contracts?</i>	Finding:	See above
Comment:	None	Recommendation:	None
Program:	<i>Licensing/Certification</i>	Finding:	None
Comment:	Review permitting, if provided.	Recommendation:	See below

Conclusions: Provide a department wide policy statement to be included on all public notices and documents provided to the public.
Provide front line staff with additional training on the requirements of providing program access.
Additional training may be applicable to law enforcement officers

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: June 8, 2002

Evaluation Completed By: Bruce Clark

Division: DOCARE

Program: Maui

Contact Name: Randy Awo

Contact Phone No.: 984-8112

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Answer not complete
Comment:	Contact to discuss	Recommendation:	
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	No
Comment:	Contact to discuss	Recommendation:	Staff should be trained on the requirements of the ADA in this area. Include "request for accommodations" notice on all publications
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	Answer not complete
Comment:	Contact to discuss	Recommendation:	
Program:	<i>Contracted Services?</i>	Finding:	None
Comment:	None	Recommendation:	None
Program:	<i>Procurement Contracts?</i>	Finding:	None
Comment:	None	Recommendation:	None
Program:	<i>Licensing/Certification</i>	Finding:	None
Comment:	Review permitting, if provided.	Recommendation:	See below

Conclusions: Interview Mr. Awo by phone to review questionnaire. Indicate that questions are only applicable to programs provided to the public vs. employees
Provide a department wide policy statement to be included on all public notices and documents provided to the public.
Provide front line staff with additional training on the requirements of providing program access.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: June 8, 2002

Evaluation Completed By: Bruce Clark

Division: DOCARE

Program: Maui

Contact Name: Randy Awo

Contact Phone No.: 984-8112

Program:	<i>Visual Communications?</i>	Finding:	None provided
Comment:	No auxiliary methods indicated	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Aural Communications?</i>	Finding:	Yes
Comment:	No auxiliary methods indicated.	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	Not indicated.
Comment:	Staff should be provided with additional training.	Recommendation:	Provide a written policy and training.
Program:	<i>Provision for, and funding of, services?</i>	Finding:	None
Comment:		Recommendation:	
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	Yes. No training is use of TDD.
Comment:	TDD available but no dedicated line.	Recommendation:	Provide a dedicated line and training
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: It does not appear that the DOCARE Maui is knowledgeable in what the ADA require in providing auxiliary aides and services and documents in all alternate formats. Training to the front line staff who comes into contact with the public is recommended.

A department wide policy should be issued outlining the methods to access each service and the methods to fund the formats and services require

Additional training for law enforcement positions may be warranted.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: June 8, 2002

Evaluation Completed By: Bruce Clark

Division: DOCARE

Program: Hawaii

Contact Name: L. Terlep

Contact Phone No.: 974-6208

Program:	<i>Visual Communications?</i>	Finding:	None indicated
Comment:	Call to discuss. Any written literature? Information exchanged?	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Aural Communications?</i>	Finding:	None indicated
Comment:	Counter service provided requiring aural and oral communications.	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	Not indicated.
Comment:	Staff should be provided with additional training.	Recommendation:	Provide a written policy and training.
Program:	<i>Provision for, and funding of, services?</i>	Finding:	None indicated
Comment:		Recommendation:	Provide a written policy and training
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	No TDD indicated.
Comment:	TDD should be provided if emergency services provided	Recommendation:	Provide a TDD, a dedicated line and training
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: It does not appear that the DOCARE Hawaii is knowledgeable in what the ADA require in providing auxiliary aides and services and documents in alternate formats. Training to the front line staff who comes into contact with the public is recommended.

A department wide policy should be issued outlining the methods to access each service and the methods to fund the formats and services require

Additional training for law enforcement positions may be warranted.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: July 17, 2002

Evaluation Completed By: Bruce Clark

Division: DOCARE

Program: Oahu-Hunter Education

Contact Name: Wendell Kam

Contact Phone No.: 587-0200

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Yes
Comment:		Recommendation:	None
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	Yes
Comment:		Recommendation:	None
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	Yes/No
Comment:		Recommendation:	
Program:	<i>Contracted Services?</i>	Finding:	No
Comment:		Recommendation:	None
Program:	<i>Procurement Contracts?</i>	Finding:	None
Comment:	None	Recommendation:	None
Program:	<i>Licensing/Certification</i>	Finding:	Yes
Comment:	None	Recommendation:	See below

Conclusions: Provide a department wide policy statement to be included on all public notices and documents provided to the public.
Provide front line staff with additional training on the requirements of providing program access.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: July 17, 2002

Evaluation Completed By: Bruce Clark

Division: DOCARE

Program: Oahu-Hunter Ed.

Contact Name: Wendell Kam

Contact Phone No.: 587-0200

Program:	<i>Visual Communications?</i>	Finding:	Yes
Comment:	Not all formats indicated. Braille not indicated	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Aural Communications?</i>	Finding:	Yes
Comment:	Not all formats indicated.	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	Yes? Sign Language interpreters
Comment:	Staff should be provided with additional training.	Recommendation:	Provide a written policy and training.
Program:	<i>Provision for, and funding of, services?</i>	Finding:	None indicated
Comment:		Recommendation:	Provide a written policy and training
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	Has TDD
Comment:	May need training on use	Recommendation:	Provide training to staff
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: A department wide policy should be issued outlining the methods to access each service and the methods to fund the formats and services require

Additional training for law enforcement positions may be warranted.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: June 8, 2002

Evaluation Completed By: Bruce Clark

Division: DOCARE

Program: Oahu-Admin.

Contact Name: D. Gaud

Contact Phone No.: 587-0070

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Participation not restricted
Comment:		Recommendation:	None
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	None indicated
Comment:	Should b indicated on all publications and notifications.	Recommendation:	Staff should be trained on the requirements of the ADA in this area. Include “request for accommodations” notice on all publications
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	No?
Comment:	Program description indicates interaction with the public.	Recommendation:	Staff should be trained on the requirements of the ADA in this area. Include “request for accommodations” notice on all publications
Program:	<i>Contracted Services?</i>	Finding:	No
Comment:		Recommendation:	None
Program:	<i>Procurement Contracts?</i>	Finding:	See above
Comment:	None	Recommendation:	None
Program:	<i>Licensing/Certification</i>	Finding:	None
Comment:	Review permitting, if provided.	Recommendation:	See below

Conclusions: Provide a department wide policy statement to be included on all public notices and documents provided to the public.
Provide front line staff with additional training on the requirements of providing program access.
Additional training may be applicable to law enforcement officers

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: June 8, 2002

Evaluation Completed By: Bruce Clark

Division: DOCARE

Program: Oahu-Admin.

Contact Name: D. Gaud

Contact Phone No.: 587-0070

Program:	<i>Visual Communications?</i>	Finding:	None indicated
Comment:	Call to discuss. Any written literature? Information exchanged?	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Aural Communications?</i>	Finding:	None indicated
Comment:	Counter service provided requiring aural and oral communications.	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	Not indicated.
Comment:	Staff should be provided with additional training.	Recommendation:	Provide a written policy and training.
Program:	<i>Provision for, and funding of, services?</i>	Finding:	None indicated
Comment:		Recommendation:	Provide a written policy and training
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	No TDD indicated.
Comment:	TDD should be provided if emergency services provided	Recommendation:	Provide a TDD, a dedicated line and training
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: It does not appear that the DOCARE is knowledgeable in what the ADA requires in providing auxiliary aides and services and documents in alternate formats. Training to the front line staff who comes into contact with the public is recommended.

A department wide policy should be issued outlining the methods to access each service and the methods to fund the formats and services require

Additional training for law enforcement positions may be warranted.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: June 8, 2002

Evaluation Completed By: Bruce Clark

Division: DOCARE

Program: Oahu

Contact Name: Robert Fernandez

Contact Phone No.: 453-6787

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Yes
Comment:	None	Recommendation:	None
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	No
Comment:	Public must be informed on a regular basis. No method to determine if a request would fundamentally alter program.	Recommendation:	Staff should be trained on the requirements of the ADA in this area. Include “request for accommodations” notice on all publications
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	Full participation, no exclusions.
Comment:	None	Recommendation:	None
Program:	<i>Contracted Services?</i>	Finding:	None
Comment:	None	Recommendation:	None
Program:	<i>Procurement Contracts?</i>	Finding:	None
Comment:	None	Recommendation:	None
Program:	<i>Licensing/Certification</i>	Finding:	None
Comment:	Review permitting, if provided.	Recommendation:	See below

Conclusions: Provide a department wide policy statement to be included on all public notices and documents provided to the public.
Provide front line staff with additional training on the requirements of providing program access.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: June 8, 2002

Evaluation Completed By: Bruce Clark

Division: DOCARE

Program: Oahu

Contact Name: Robert Fernandez

Contact Phone No.: 453-6787

Program:	<i>Visual Communications?</i>	Finding:	None provided
Comment:	Determine if any communications with the public is provided. See telephone communications below	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Aural Communications?</i>	Finding:	Yes
Comment:	Determine if any communications with the public is provided. See telephone communications below	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	Not indicated.
Comment:	Staff should be provided with additional training.	Recommendation:	Provide a written policy and training.
Program:	<i>Provision for, and funding of, services?</i>	Finding:	None
Comment:		Recommendation:	
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	Yes
Comment:		Recommendation:	
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: It does not appear that the DOCARE Oahu knowledgeable in what the ADA require in providing auxiliary aides and services and documents in all alternate formats. Training to the front line staff who comes into contact with the public is recommended.

A department wide policy should be issued outlining the methods to access each service and the methods to fund the formats and services require

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: June 8, 2002

Evaluation Completed By: Bruce Clark

Division: DOCARE

Program: Kauai

Contact Name: Tarey Low

Contact Phone No.: 274-3521

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Participation not restricted
Comment:		Recommendation:	None
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	None indicated
Comment:	No recent complaints	Recommendation:	Staff should be trained on the requirements of the ADA in this area. Include "request for accommodations" notice on all publications
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	Not answered
Comment:	Contact to discuss	Recommendation:	
Program:	<i>Contracted Services?</i>	Finding:	Helicopters provide transportation to officers
Comment:	Contact to determine if this mode of transportation is provide to the public?	Recommendation:	Contact to discuss in more detail
Program:	<i>Procurement Contracts?</i>	Finding:	See above
Comment:	None	Recommendation:	None
Program:	<i>Licensing/Certification</i>	Finding:	None
Comment:	Review permitting, if provided.	Recommendation:	See below

Conclusions: Contact by phone to discuss. Indicate that questions are only applicable to programs provided to the public vs. employees
 Provide a department wide policy statement to be included on all public notices and documents provided to the public.
 Provide front line staff with additional training on the requirements of providing program access.
 Additional training may be applicable to law enforcement officers

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: June 14, 2002

Evaluation Completed By: Bruce Clark

Division: Bureau of Conveyances

Program: Oahu

Contact Name: S. Okamoto

Contact Phone No.: 587-0148

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	YES
Comment:	Complies	Recommendation:	None
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	Yes
Comment:	Posted on Bulletin Board State Manual referenced	Recommendation:	Increase notification to all documents
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	Yes
Comment:	None indicated	Recommendation:	None
Program:	<i>Contracted Services?</i>	Finding:	No
Comment:	None	Recommendation:	None
Program:	<i>Procurement Contracts?</i>	Finding:	No
Comment:	None	Recommendation:	None
Program:	<i>Licensing/Certification</i>	Finding:	No
Comment:		Recommendation:	None

Conclusions: Determine if notice to the public of reasonable accommodations is provided by any other means besides bulletin board.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: June 14, 2002

Evaluation Completed By: Bruce Clark

Division: Bureau of Conveyances

Program: Oahu

Contact Name: S. Okamoto

Contact Phone No.: 587-0148

Program:	<i>Visual Communications?</i>	Finding:	Yes.
Comment:	All auxiliary aids checked with the exception of Braille	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Aural Communications?</i>	Finding:	Paper & Pen Only
Comment:	Other methods not checked	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	Not indicated.
Comment:	Staff should be provided with additional training.	Recommendation:	Provide a written policy and training.
Program:	<i>Provision for, and funding of, services?</i>	Finding:	Yes
Comment:	None	Recommendation:	None
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	N/A
Comment:	N/A	Recommendation:	None
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: Staff should be appraised o fall auxiliary aids require top be provided. A department wide policy on funding and accessing aides such as Braille, etc. Should be issued.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: July 17, 2002

Evaluation Completed By: Bruce Clark

Division: DOFAW

Program: Oahu-Planning & Information

Contact Name: Ron Cannarella

Contact Phone No.: 587-1102

Program:	<i>Visual Communications?</i>	Finding:	Yes
Comment:	No formats indicated.	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Aural Communications?</i>	Finding:	Yes
Comment:	No formats indicated.	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	No
Comment:	Staff should be provided with additional training.	Recommendation:	Provide a written policy and training.
Program:	<i>Provision for, and funding of, services?</i>	Finding:	None indicated
Comment:		Recommendation:	Provide a written policy and training
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	Has TDD
Comment:	May need training on use	Recommendation:	Provide training to staff
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: A department wide policy should be issued outlining the methods to access each service and the methods to fund the formats and services require
Training on use of the TDD may be warranted.

Note: Programs Survey has not been received.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: July 17, 2002

Evaluation Completed By: Bruce Clark

Division: Forestry & Wildlife

Program: Oahu-Watershed Management

Contact Name: Wayne Ching

Contact Phone No.: 587-4173

Program:	<i>Visual Communications?</i>	Finding:	Yes
Comment:	Not all formats indicated.	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Aural Communications?</i>	Finding:	Not Answered
Comment:		Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	No
Comment:	Staff should be provided with additional training.	Recommendation:	Provide a written policy and training.
Program:	<i>Provision for, and funding of, services?</i>	Finding:	No
Comment:	Not indicated	Recommendation:	Provide a written policy and training
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	Conversations ethnic al and lengthy, No TDD
Comment:	Discuss possible need for TDD	Recommendation:	
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: A department wide policy should be issued outlining the methods to access each service and the methods to fund the formats and services require, where to access each format and the time frame needed to provide each format.
Questions on whether or not TDD required in emergency situations?

Note: Programs Survey has not been received.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: July 17, 2002

Evaluation Completed By: Bruce Clark

Division: DOFAW

Program: Oahu-Wildlife

Contact Name: Paul Conry

Contact Phone No.: 587-4176

Program:	<i>Visual Communications?</i>	Finding:	Yes
Comment:	Not all formats indicated.	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Aural Communications?</i>	Finding:	Yes
Comment:	Not all formats indicated.	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	No
Comment:	Staff should be provided with additional training.	Recommendation:	Provide a written policy and training.
Program:	<i>Provision for, and funding of, services?</i>	Finding:	Yes
Comment:	Not all indicated	Recommendation:	Provide a written policy and training
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	Unknown
Comment:	N/A	Recommendation:	
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: A department wide policy should be issued outlining the methods to access each service and the methods to fund the formats and services require

Note: Programs Survey has not been received.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: July 17, 2002

Evaluation Completed By: Bruce Clark

Division: Forestry & Wildlife

Program: Oahu-Na Ala Hele

Contact Name: C. Cottrell

Contact Phone No.: 587-0062

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Yes, Contact DCAB
Comment:		Recommendation:	Issue a Department Policy
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	Yes, Contact DCAB
Comment:		Recommendation:	Issue a Department Policy
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	Yes, Contact DCAB
Comment:		Recommendation:	Issue a Department Policy
Program:	<i>Contracted Services?</i>	Finding:	Not sure
Comment:	May contract out improvement to trails	Recommendation:	Contractors agreement should be reviewed to determine if the contractor is advised and aware of the requirements of the DLNR
Program:	<i>Procurement Contracts?</i>	Finding:	Possible
Comment:	May contract out improvement to trails	Recommendation:	Contractors agreement should be reviewed to determine if the contractor is advised and aware of the requirements of the DLNR
Program:	<i>Licensing/Certification</i>	Finding:	No
Comment:	None	Recommendation:	N/A

Conclusions: Provide a department wide policy statement to be included on all public notices and documents provided to the public.
Provide front line staff with additional training on the requirements of providing program access.
Ensure that contractors are kept in the loop as to DLNR's compliance requirements.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: July 17, 2002

Evaluation Completed By: Bruce Clark

Division: Forestry & Wildlife

Program: Oahu-Ma Ala Hele

Contact Name: C. Cottrell

Contact Phone No.: 587-0062

Program:	<i>Visual Communications?</i>	Finding:	Yes
Comment:	Not all formats indicated. Braille not indicated	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Aural Communications?</i>	Finding:	Yes
Comment:	Not all formats indicated.	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	Yes
Comment:	None	Recommendation:	
Program:	<i>Provision for, and funding of, services?</i>	Finding:	None indicated
Comment:		Recommendation:	Provide a written policy and training
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	No
Comment:	N/A	Recommendation:	
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: A department wide policy should be issued outlining the methods to access each service and the methods to fund the formats and services require

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: July 17, 2002

Evaluation Completed By: Bruce Clark

Division: Forestry & Wildlife

Program: Oahu-NARS Commission

Contact Name: Betsy Gagne

Contact Phone No.: 587-0063

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Yes
Comment:		Recommendation:	
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	Yes
Comment:		Recommendation:	
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	Yes,
Comment:		Recommendation:	
Program:	<i>Contracted Services?</i>	Finding:	N/A
Comment:		Recommendation:	
Program:	<i>Procurement Contracts?</i>	Finding:	N/A
Comment:		Recommendation:	
Program:	<i>Licensing/Certification</i>	Finding:	No
Comment:	None	Recommendation:	N/A

Conclusions: Provide a department wide policy statement to be included on all public notices and documents provided to the public.
Provide front line staff with additional training on the requirements of providing program access.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: July 17, 2002

Evaluation Completed By: Bruce Clark

Division: Forestry & Wildlife

Program: Oahu-NARS Commission

Contact Name: Betsy Gagne

Contact Phone No.: 587-0063

Program:	<i>Visual Communications?</i>	Finding:	Yes
Comment:	Not all formats indicated. Braille not indicated	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Aural Communications?</i>	Finding:	Yes
Comment:	Not all formats indicated.	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	Yes
Comment:	None	Recommendation:	
Program:	<i>Provision for, and funding of, services?</i>	Finding:	None indicated
Comment:		Recommendation:	Provide a written policy and training
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	No
Comment:	N/A	Recommendation:	
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: A department wide policy should be issued outlining the methods to access each service and the methods to fund the formats and services require as well as the time line to access each accommodation.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: July 17, 2002

Evaluation Completed By: Bruce Clark

Division: Forestry & Wildlife

Program: Oahu-Administration

Contact Name: Mike Hoogerwert

Contact Phone No.: 587-4183

Program:	<i>Visual Communications?</i>	Finding:	Yes
Comment:	No formats indicated.	Recommendation:	Provide a policy for providing information in all formats upon request
Program:	<i>Aural Communications?</i>	Finding:	Yes
Comment:	Not all formats indicated. Paper & Pen only	Recommendation:	Provide a policy for providing in all formats upon request.
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	No
Comment:	Staff should be provided with additional training.	Recommendation:	Provide a written policy and training.
Program:	<i>Provision for, and funding of, services?</i>	Finding:	No
Comment:	Not indicated	Recommendation:	Provide a written policy and training.
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	Indicates carrying down steps in emergency
Comment:	May want to consider stair climber for wheelchairs	Recommendation:	Further discussion on policies
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: A department wide policy should be issued outlining the methods to access each service and the methods to fund the formats and services required.
Determine existing conditions for exiting, etc.

Note: Programs Survey has not been received.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: July 17, 2002

Evaluation Completed By: Bruce Clark

Division: Forestry & Wildlife

Program: Oahu-LNR 172

Contact Name: C. Masale

Contact Phone No.: 587-0163

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Yes
Comment:		Recommendation:	Issue a Department Policy
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	Yes
Comment:		Recommendation:	Issue a Department Policy
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	No
Comment:		Recommendation:	Issue a Department Policy
Program:	<i>Contracted Services?</i>	Finding:	No
Comment:		Recommendation:	No
Program:	<i>Procurement Contracts?</i>	Finding:	No
Comment:		Recommendation:	No
Program:	<i>Licensing/Certification</i>	Finding:	No
Comment:	None	Recommendation:	N/A

Conclusions: Provide a department wide policy statement to be included on all public notices and documents provided to the public.
Provide front line staff with additional training on the requirements of providing program access.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: July 17, 2002

Evaluation Completed By: Bruce Clark

Division: Forestry & Wildlife

Program: Oahu-LNR 172

Contact Name: C. Masaki

Contact Phone No.: 587-0163

Program:	<i>Visual Communications?</i>	Finding:	Yes
Comment:	No formats indicated.	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Aural Communications?</i>	Finding:	Yes
Comment:	Not all formats indicated. Paper & Pen only	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	Yes, Sign Language Only
Comment:	Staff should be provided with additional training.	Recommendation:	Provide a written policy and training.
Program:	<i>Provision for, and funding of, services?</i>	Finding:	No
Comment:	Not indicated	Recommendation:	Provide a written policy and training
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	N/A
Comment:		Recommendation:	
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: A department wide policy should be issued outlining the methods to access each service and the methods to fund the formats and services require, where to access each format and the time frame needed to provide each format.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: July 17, 2002

Evaluation Completed By: Bruce Clark

Division: Historic Preservation

Program: Oahu

Contact Name: Tonia Moy

Contact Phone No.: 692-8015

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Yes to the extent feasible
Comment:	Some tours through rough terrain	Recommendation:	Determine if videotape is feasible. Include in department wide policy
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	No
Comment:	Staff is aware but lacks direction on providing various types of accommodations	Recommendation:	Issue a department wide policy to include all types, where to access services and method of payment.
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	No
Comment:		Recommendation:	None
Program:	<i>Contracted Services?</i>	Finding:	No
Comment:		Recommendation:	
Program:	<i>Procurement Contracts?</i>	Finding:	No
Comment:	None	Recommendation:	None
Program:	<i>Licensing/Certification</i>	Finding:	No
Comment:		Recommendation:	None

Conclusions: Provide a department wide standard policy statement to be included on all public notices and documents provided to the public indicating a two-week notice for providing accommodations. The policy must include where to access accommodations and method of payment.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: July 17, 2002

Evaluation Completed By: Bruce Clark

Division: Historic Preservation

Program: Oahu

Contact Name: Tonia Moy

Contact Phone No.: 692-8030

Program:	<i>Visual Communications?</i>	Finding:	Very comprehensive survey
Comment:	None	Recommendation:	
Program:	<i>Aural Communications?</i>	Finding:	Yes
Comment:	No formal way of handling requests	Recommendation:	Department wide policy will include all formats
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	Yes
Comment:	See Statement	Recommendation:	Time frame for providing Sign Language interpreter may be to short.
Program:	<i>Provision for, and funding of, services?</i>	Finding:	None indicated
Comment:		Recommendation:	Written policy would include this information
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	No
Comment:	None	Recommendation:	
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: A Department wide policy outlining the steps to be taken when providing a reasonable accommodation in effective communications or documents in alternate formats. The policy should include instructions on paying for the accommodations, where to access the accommodations and the average time frame in accessing the accommodation.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: July 17,2002

Evaluation Completed By: Bruce Clark

Division: Historic Preservation

Program: Kauai

Contact Name: Nancy McMahon

Contact Phone No.: 742-2033

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Yes to the extent feasible
Comment:	Some tours through rough terrain	Recommendation:	Determine if videotape is feasible. Include in department wide policy
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	No
Comment:	Staff is aware of requirements. Public is not informed.	Recommendation:	Issue a department wide policy to include all types, where to access services and method of payment.
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	Yes
Comment:	Some tours through rough terrain	Recommendation:	Video Tape of those areas not accessible.
Program:	<i>Contracted Services?</i>	Finding:	No
Comment:		Recommendation:	
Program:	<i>Procurement Contracts?</i>	Finding:	No
Comment:	None	Recommendation:	None
Program:	<i>Licensing/Certification</i>	Finding:	No
Comment:		Recommendation:	None

Conclusions: Provide a department wide standard policy statement to be included on all public notices and documents provided to the public indicating a two-week notice for providing accommodations. The policy must include where to access accommodations and method of payment.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: July 17, 2002

Evaluation Completed By: Bruce Clark

Division: Historic Preservation

Program: Kauai

Contact Name: Nancy McMahon

Contact Phone No.: 742-2033

Program:	<i>Visual Communications?</i>	Finding:	Yes
Comment:	Several types not indicated.	Recommendation:	Department wide policy will include all formats
Program:	<i>Aural Communications?</i>	Finding:	Yes, Only paper and pen
Comment:	No formal way of handling requests	Recommendation:	Department wide policy will include all formats
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	No
Comment:		Recommendation:	Written policy would include this information
Program:	<i>Provision for, and funding of, services?</i>	Finding:	None indicated
Comment:		Recommendation:	Written policy would include this information
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	Some lengthy and complex phone communications. No TDD.
Comment:	Determine if one needed	Recommendation:	Investigate further
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: A Department wide policy outlining the steps to be taken when providing a reasonable accommodation in effective communications or documents in alternate formats. The policy should include instructions on paying for the accommodations, where to access the accommodations and the average time frame in accessing the accommodation.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: July 1, 2002

Evaluation Completed By: Bruce Clark

Division: Land

Program: Oahu

Contact Name: Charlene

Contact Phone No.: 587-0456

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Yes
Comment:	None	Recommendation:	None
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	No
Comment:	No public notice indicated	Recommendation:	Issue a department wide policy
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	No
Comment:		Recommendation:	None
Program:	<i>Contracted Services?</i>	Finding:	No
Comment:		Recommendation:	
Program:	<i>Procurement Contracts?</i>	Finding:	No
Comment:	None	Recommendation:	None
Program:	<i>Licensing/Certification</i>	Finding:	No
Comment:		Recommendation:	None

Conclusions: Provide a department wide standard policy statement to be included on all public notices and documents provided to the public indicating a two-week notice for providing accommodations. Provide front line staff with additional training on the requirements of providing program access.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: July 1, 2002

Evaluation Completed By: Bruce Clark

Division: Land

Program: Oahu

Contact Name: Charlene

Contact Phone No.: 587-0456

Program:	<i>Visual Communications?</i>	Finding:	Yes
Comment:	No indications that alternate formats are provided for.	Recommendation:	This would be covered under a department wide policy
Program:	<i>Aural Communications?</i>	Finding:	Yes
Comment:	No indication that documents in alternate formats are provided for.	Recommendation:	This would be covered under a department wide policy
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	No
Comment:	No indicating that the public is notified of available services / formats	Recommendation:	This would be covered under a department wide policy
Program:	<i>Provision for, and funding of, services?</i>	Finding:	None indicated
Comment:		Recommendation:	Written policy would include this information
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	N/A
Comment:	None	Recommendation:	None
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: A Department wide policy outlining the steps to be taken when providing a reasonable accommodation in effective communications or documents in alternate formats. The policy should include instructions on paying for the accommodations, where to access the accommodations and the average time frame in accessing the accommodation.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: July 17, 2002

Evaluation Completed By: Bruce Clark

Division: Parks

Program: Oahu

Contact Name: Dan Quinn

Contact Phone No.: 587-0290

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	YES
Comment:	None	Recommendation:	N/A
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	No
Comment:	Department wide policy will comply	Recommendation:	Adopt policy
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	No
Comment:	None indicated	Recommendation:	
Program:	<i>Contracted Services?</i>	Finding:	Yes
Comment:	List Attached to survey Includes volunteer programs	Recommendation:	Department wide policy and training of contractors / Volunteers
Program:	<i>Procurement Contracts?</i>	Finding:	No
Comment:	None	Recommendation:	None
Program:	<i>Licensing/Certification</i>	Finding:	No
Comment:		Recommendation:	None

Conclusions: Provide a department wide standard policy statement to be included on all public notices and documents provided to the public.
Provide Contractors and volunteers with training on the requirements of meeting the ADA to achieve program access.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: July 17, 2002

Evaluation Completed By: Bruce Clark

Division: Parks

Program: Oahu

Contact Name: Dan Quinn

Contact Phone No.: 587-0290

Program:	<i>Visual Communications?</i>	Finding:	Yes.
Comment:	No all auxiliary aides indicated	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Aural Communications?</i>	Finding:	Paper & Pen Only
Comment:	All available options not checked	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	Not indicated.
Comment:	Staff should be provided with additional training.	Recommendation:	Provide a written policy and training.
Program:	<i>Provision for, and funding of, services?</i>	Finding:	?
Comment:	None	Recommendation:	Include this information in department policy
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	Dept. has TDD but not used. Referred to Verizon
Comment:	Determine if Parks requires a TDD for emergency services	Recommendation:	D
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: Staff should be appraised o fall auxiliary aids require top be provided. A department wide policy on funding and accessing aides such as Braille, etc. should be issued.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: June 8, 2002

Evaluation Completed By: Bruce Clark

Division: Parks

Program: Maui

Contact Name: Philip Ohta

Contact Phone No.: 984-8102

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	YES
Comment:	Several Sites require stairs climbing and steep slopes.	Recommendation:	Determine if a video can be made of those areas not accessible.
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	Yes
Comment:	In brochures?	Recommendation:	Access sample of notification
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	No
Comment:	None indicated	Recommendation:	
Program:	<i>Contracted Services?</i>	Finding:	No
Comment:		Recommendation:	None
Program:	<i>Procurement Contracts?</i>	Finding:	No
Comment:	None	Recommendation:	None
Program:	<i>Licensing/Certification</i>	Finding:	No
Comment:		Recommendation:	None

Conclusions: Provide a department wide standard policy statement to be included on all public notices and documents provided to the public.
Provide front line staff with additional training on the requirements of providing program access.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: June 8, 2002

Evaluation Completed By: Bruce Clark

Division: Parks

Program: Maui

Contact Name: Philip Ohta

Contact Phone No.: 984-8102

Program:	<i>Visual Communications?</i>	Finding:	Yes.
Comment:	All auxiliary aids checked with the exception of Braille	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Aural Communications?</i>	Finding:	Paper & Pen Only
Comment:	Other methods not checked	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	Not indicated.
Comment:	Staff should be provided with additional training.	Recommendation:	Provide a written policy and training.
Program:	<i>Provision for, and funding of, services?</i>	Finding:	Yes
Comment:	None	Recommendation:	None
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	N/A
Comment:	N/A	Recommendation:	None
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: Staff should be appraised of all auxiliary aids required to be provided. A department wide policy on funding and accessing aides such as Braille, etc. Should be issued.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: August 21, 2002

Evaluation Completed By: Bruce Clark

Division: State Parks

Program: Kauai

Contact Name: Wayne Sousa

Contact Phone No.: 274-3446

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Yes to the extent feasible
Comment:	Some programs (i.e. swimming, scuba diving) are regulated according to abilities	Recommendation:	
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	No
Comment:	Staff is aware of requirements. Public is not always informed.	Recommendation:	Issue a department wide policy to include all types, where to access services and method of payment.
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	Yes
Comment:	Not indicated	Recommendation:	Determine if sties and facilities are accessible to the maximum extent feasible (i.e. cabins, museums, etc).
Program:	<i>Contracted Services?</i>	Finding:	Yes
Comment:	Restaurants (Kokee Lodge & Marina)	Recommendation:	Determine compliance level of access to the public. Does contractor meet the DLNR standards for access?
Program:	<i>Procurement Contracts?</i>	Finding:	No
Comment:	None	Recommendation:	None
Program:	<i>Licensing/Certification</i>	Finding:	No
Comment:	None indicated	Recommendation:	None

Conclusions: Provide a department wide standard policy statement to be included on all public notices and documents provided to the public indicating a two-week notice for providing accommodations. The policy must include where to access accommodations and method of payment.

Issue a letter to contracting agencies providing services on DLNR property to ensure access is being provided.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: August 21, 2002

Evaluation Completed By: Bruce Clark

Division: State Parks

Program: Kauai

Contact Name: Wayne Sousa

Contact Phone No.: 274-3446

Program:	<i>Visual Communications?</i>	Finding:	
Comment:	Evaluation Not Provided	Recommendation:	
Program:	<i>Aural Communications?</i>	Finding:	
Comment:		Recommendation:	
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	
Comment:		Recommendation:	
Program:	<i>Provision for, and funding of, services?</i>	Finding:	
Comment:		Recommendation:	
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	
Comment:		Recommendation:	
Program:		Finding:	
Comment:		Recommendation:	

Conclusions:

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: June 8, 2002

Evaluation Completed By: Bruce Clark

Division: Parks

Program: Hawaii

Contact Name: Glenn Y. Taguchi

Contact Phone No.: 974-6200

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Participation not restricted
Comment:		Recommendation:	None
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	None indicated
Comment:	Should be indicated on all publications and notifications.	Recommendation:	Staff should be trained on the requirements of the ADA in this area. Include “request for accommodations” notice on all publications
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	No? Building is 2 stories, no elevator.
Comment:	Program description indicates interaction with the public. Are programs held on the 2 nd floor?	Recommendation:	Staff should be trained on the requirements of the ADA in this area. Include “request for accommodations” notice on all publications
Program:	<i>Contracted Services?</i>	Finding:	No
Comment:		Recommendation:	None
Program:	<i>Procurement Contracts?</i>	Finding:	See above
Comment:	None	Recommendation:	None
Program:	<i>Licensing/Certification</i>	Finding:	None
Comment:	Review permitting, if provided.	Recommendation:	See below

Conclusions: Provide a department wide policy statement to be included on all public notices and documents provided to the public.
Provide front line staff with additional training on the requirements of providing program access.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: June 8, 2002

Evaluation Completed By: Bruce Clark

Division: Parks

Program: Hawaii

Contact Name: Glenn Y. Taguchi

Contact Phone No.: 974-6206

Program:	<i>Visual Communications?</i>	Finding:	None indicated
Comment:	Call to discuss. Any written literature? Information exchanged?	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Aural Communications?</i>	Finding:	None indicated
Comment:	Public Meetings, etc. providing aural and oral communications.	Recommendation:	Provide a policy for providing information in all formats upon request.
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	Not indicated.
Comment:	Staff should be provided with additional training.	Recommendation:	Provide a written policy and training.
Program:	<i>Provision for, and funding of, services?</i>	Finding:	None indicated
Comment:		Recommendation:	Provide a written policy and training
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	N/A
Comment:		Recommendation:	
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: It does not appear that the Hawaii Parks Department personnel is knowledgeable in what the ADA requires in providing auxiliary aides and services and documents in alternate formats. Training to the front line staff who comes into contact with the public is recommended.

A department wide policy should be issued outlining the methods to access each service and the methods to fund the formats and services require

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: August 20, 2002

Evaluation Completed By: Bruce Clark

Division: State Parks

Program: Oahu – Archeology

Contact Name: Alan Carpenter

Contact Phone No.: 587-0286

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Yes, to the extent participant is able.
Comment:	Includes work detail over natural terrain.	Recommendation:	
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	No
Comment:	Staff is aware of requirements	Recommendation:	Determine if a policy is applicable given the work involved.
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	Not indicated
Comment:		Recommendation:	
Program:	<i>Contracted Services?</i>	Finding:	N/A
Comment:		Recommendation:	
Program:	<i>Procurement Contracts?</i>	Finding:	N/A
Comment:		Recommendation:	
Program:	<i>Licensing/Certification</i>	Finding:	None
Comment:		Recommendation:	None

Conclusions: A written document is provided with the evaluation. Are documents such as this available in alternate formats?

Provide a department wide standard policy statement to be included on all public notices and documents provided to the public indicating a two-week notice for providing accommodations.

Provide front line staff with additional training on the requirements of providing program access.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: August 20, 2002

Evaluation Completed By: Bruce Clark

Division: State Parks

Program: Oahu - Archeology

Contact Name: Alan Carpenter

Contact Phone No.: 587-0286

Program:	<i>Visual Communications?</i>	Finding:	
Comment:	Not Provided	Recommendation:	
Program:	<i>Aural Communications?</i>	Finding:	
Comment:		Recommendation:	
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	
Comment:		Recommendation:	
Program:	<i>Provision for, and funding of, services?</i>	Finding:	
Comment:		Recommendation:	
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	
Comment:		Recommendation:	
Program:		Finding:	
Comment:		Recommendation:	

Conclusions:

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: August 20, 2002

Evaluation Completed By: Bruce Clark

Division: State Parks

Program: Oahu – Malaekahana

Contact Name: Craig Chapman

Contact Phone No.: 293-1736

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Yes
Comment:	40 camp sites and 7 beach houses	Recommendation:	Determine if facilities are accessible
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	No
Comment:	Staff awareness is not indicated	Recommendation:	Issue a department wide policy.
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	Not indicated
Comment:		Recommendation:	
Program:	<i>Contracted Services?</i>	Finding:	N/A
Comment:		Recommendation:	
Program:	<i>Procurement Contracts?</i>	Finding:	N/A
Comment:		Recommendation:	
Program:	<i>Licensing/Certification</i>	Finding:	None
Comment:		Recommendation:	None

Conclusions: Complete a survey of campsites and cabins to determine level of accessibility.

Provide a department wide standard policy statement to be included on all public notices and documents provided to the public indicating a two-week notice for providing accommodations.

Provide front line staff with additional training on the requirements of providing program access.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: August 20, 2002

Evaluation Completed By: Bruce Clark

Division: State Parks

Program: Oahu - Malaekahana

Contact Name: Craig Chapman

Contact Phone No.: 293-1736

Program:	<i>Visual Communications?</i>	Finding:	
Comment:	Not Provided	Recommendation:	
Program:	<i>Aural Communications?</i>	Finding:	
Comment:		Recommendation:	
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	
Comment:		Recommendation:	
Program:	<i>Provision for, and funding of, services?</i>	Finding:	
Comment:		Recommendation:	
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	
Comment:		Recommendation:	
Program:		Finding:	
Comment:		Recommendation:	

Conclusions:

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: July 1, 2002

Evaluation Completed By: Bruce Clark

Division: Engineering

Program: Oahu

Contact Name: Sterling Yong

Contact Phone No.: 587-0248

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	No
Comment:		Recommendation:	
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	No
Comment:		Recommendation:	Department Policy on providing accommodations should be issued
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	No
Comment:	None indicated	Recommendation:	
Program:	<i>Contracted Services?</i>	Finding:	YES
Comment:	Hires consultants to complete dam safety inspections.	Recommendation:	Determine if safety findings are provided to the public and in what fashion. I.e. written or oral?
Program:	<i>Procurement Contracts?</i>	Finding:	No
Comment:	None	Recommendation:	None
Program:	<i>Licensing/Certification</i>	Finding:	No
Comment:		Recommendation:	None

Conclusions: Provide a department wide standard policy statement to be included on all public notices and documents provided to the public.
Provide front line staff with additional training on the requirements of providing program access.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: July 1, 2002

Evaluation Completed By: Bruce Clark

Division: Engineering - Land Flood Control

Program: Oahu

Contact Name: Sterling Yong

Contact Phone No.: 587-0248

Program:	<i>Visual Communications?</i>	Finding:	
Comment:		Recommendation:	
Program:	<i>Aural Communications?</i>	Finding:	
Comment:		Recommendation:	
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	
Comment:		Recommendation:	
Program:	<i>Provision for, and funding of, services?</i>	Finding:	
Comment:		Recommendation:	
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	
Comment:		Recommendation:	
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: SURVEY FORM NOT RETURNED

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: July 17,2002

Evaluation Completed By: Bruce Clark

Division: Engineering

Program: Oahu Inspection

Contact Name: Dickey Lee

Contact Phone No.: 587-0280

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Yes
Comment:	None	Recommendation:	None
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	No
Comment:	No method indicated	Recommendation:	Issue a department wide policy and include training on providing accommodations.
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	No
Comment:		Recommendation:	None
Program:	<i>Contracted Services?</i>	Finding:	No
Comment:		Recommendation:	
Program:	<i>Procurement Contracts?</i>	Finding:	No
Comment:	None	Recommendation:	None
Program:	<i>Licensing/Certification</i>	Finding:	No
Comment:		Recommendation:	None

Conclusions: Provide a department wide standard policy statement to be included on all public notices and documents provided to the public indicating a two-week notice for providing accommodations. Provide training to contractors and eng professionals on the requirements of the ADA and design issues

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: July 17, 2002

Evaluation Completed By: Bruce Clark

Division: Engineering

Program: Oahu Inspection

Contact Name: Dickey Lee

Contact Phone No.: 587-0280

Program:	<i>Visual Communications?</i>	Finding:	Yes
Comment:	Only large format indicated	Recommendation:	Department wide policy will include all formats
Program:	<i>Aural Communications?</i>	Finding:	Yes
Comment:	Papir & Pen format only	Recommendation:	Department wide policy will include all formats
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	No
Comment:	Both engineering as well as consultants should be aware of requirements	Recommendation:	Department wide policy will include notification policy
Program:	<i>Provision for, and funding of, services?</i>	Finding:	None indicated
Comment:		Recommendation:	Written policy would include this information
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	N/A
Comment:	None	Recommendation:	
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: A Department wide policy outlining the steps to be taken when providing a reasonable accommodation in effective communications or documents in alternate formats. The policy should include instructions on paying for the accommodations, where to access the accommodations and the average time frame in accessing the accommodation.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: July 1, 2002

Evaluation Completed By: Bruce Clark

Division: Engineering

Program: Oahu Water / Land Development

Contact Name: Alyson Yim

Contact Phone No.: 587-0259

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Evaluation Sheet not provided
Comment:		Recommendation:	
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	
Comment:		Recommendation:	
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	
Comment:		Recommendation:	
Program:	<i>Contracted Services?</i>	Finding:	
Comment:		Recommendation:	
Program:	<i>Procurement Contracts?</i>	Finding:	
Comment:		Recommendation:	
Program:	<i>Licensing/Certification</i>	Finding:	
Comment:		Recommendation:	

Conclusions: Call to request a survey evaluation sheet be submitted.
Provide a department wide standard policy statement to be included on all public notices and documents provided to the public indicating a two-week notice for providing accommodations. Provide front line staff with additional training on the requirements of providing program access.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: July 1, 2002

Evaluation Completed By: Bruce Clark

Division: Engineering

Program: Oahu Water / Land Development

Contact Name: Alyson Yim

Contact Phone No.: 587-0259

Program:	<i>Visual Communications?</i>	Finding:	Yes
Comment:	Not all formats indicated.	Recommendation:	Department wide policy will include all formats
Program:	<i>Aural Communications?</i>	Finding:	Yes
Comment:	No indication that documents are provided in all required formats.	Recommendation:	Department wide policy will include all formats
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	No
Comment:	No indicating that the public is notified of available services / formats	Recommendation:	This would be covered under a department wide policy
Program:	<i>Provision for, and funding of, services?</i>	Finding:	None indicated
Comment:		Recommendation:	Written policy would include this information
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	No TDD
Comment:	May require TDD in complex phone conversations	Recommendation:	Provide information on State wide Relay Service
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: A Department wide policy outlining the steps to be taken when providing a reasonable accommodation in effective communications or documents in alternate formats. The policy should include instructions on paying for the accommodations, where to access the accommodations and the average time frame in accessing the accommodation.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: July 17,2002

Evaluation Completed By: Bruce Clark

Division: Engineering

Program: Oahu LNR 141

Contact Name: Eric Yuasa

Contact Phone No.: 587-0229

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Yes
Comment:	None	Recommendation:	None
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	Yes
Comment:	Will try to accommodate requests	Recommendation:	Issue a department wide policy. Charges for copies in all formats the same as standard fee.
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	No
Comment:		Recommendation:	None
Program:	<i>Contracted Services?</i>	Finding:	No
Comment:		Recommendation:	
Program:	<i>Procurement Contracts?</i>	Finding:	No
Comment:	None	Recommendation:	None
Program:	<i>Licensing/Certification</i>	Finding:	No
Comment:		Recommendation:	None

Conclusions: Provide a department wide standard policy statement to be included on all public notices and documents provided to the public indicating a two-week notice for providing accommodations.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: July 17, 2002

Evaluation Completed By: Bruce Clark

Division: Engineering

Program: LNR 141

Contact Name: Eric Yuasa

Contact Phone No.: 587-0229

Program:	<i>Visual Communications?</i>	Finding:	Yes
Comment:	Not all formats indicated.	Recommendation:	Department wide policy will include all formats
Program:	<i>Aural Communications?</i>	Finding:	Yes
Comment:	No indication that documents are provided in all required formats. (No Braille)	Recommendation:	Department wide policy will include all formats
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	Yes
Comment:	See Statement	Recommendation:	Time frame for providing Sign Language interpreter may be to short.
Program:	<i>Provision for, and funding of, services?</i>	Finding:	None indicated
Comment:		Recommendation:	Written policy would include this information
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	No TDD
Comment:	None	Recommendation:	
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: A Department wide policy outlining the steps to be taken when providing a reasonable accommodation in effective communications or documents in alternate formats. The policy should include instructions on paying for the accommodations, where to access the accommodations and the average time frame in accessing the accommodation.

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation General Policies and Practices Assessment

Date: July 17,2002

Evaluation Completed By: Bruce Clark

Division: Engineering

Program: Oahu

Contact Name: Hiram Young

Contact Phone No.: 587-0260

Program:	<i>Equal opportunity to participate and benefit?</i>	Finding:	Yes
Comment:	None	Recommendation:	None
Program:	<i>Public Notice of reasonable modifications and accommodations?</i>	Finding:	No
Comment:	No method indicated	Recommendation:	Issue a department wide policy and include training on providing accommodations.
Program:	<i>Integrated Settings / Separate Programs?</i>	Finding:	No
Comment:		Recommendation:	None
Program:	<i>Contracted Services?</i>	Finding:	Yes.
Comment:	No training to contractors indicated.	Recommendation:	Provide training to contractors
Program:	<i>Procurement Contracts?</i>	Finding:	Yes
Comment:	None	Recommendation:	None
Program:	<i>Licensing/Certification</i>	Finding:	No
Comment:		Recommendation:	None

Conclusions: Provide a department wide standard policy statement to be included on all public notices and documents provided to the public indicating a two-week notice for providing accommodations. Provide training to contractors and eng professionals on the requirements of the ADA and design issues

DEPARTMENT OF LAND & NATURAL RESOURCES

ADA Self-Evaluation Communications Assessment

Date: July 17, 2002

Evaluation Completed By: Bruce Clark

Division: Engineering

Program: Oahu

Contact Name: Hiram Young

Contact Phone No.: 587-0260

Program:	<i>Visual Communications?</i>	Finding:	Yes
Comment:	No formats indicated.	Recommendation:	Department wide policy will include all formats
Program:	<i>Aural Communications?</i>	Finding:	Yes
Comment:	No indication that documents are provided in required formats.	Recommendation:	Department wide policy will include all formats
Program:	<i>Notification of availability of auxiliary aides or services?</i>	Finding:	No
Comment:	Both engineering as well as consultants should be aware of requirements	Recommendation:	Department wide policy will include notification policy
Program:	<i>Provision for, and funding of, services?</i>	Finding:	None indicated
Comment:		Recommendation:	Written policy would include this information
Program:	<i>Telephone Communications? Emergency Services provided?</i>	Finding:	N/A
Comment:	None	Recommendation:	
Program:		Finding:	
Comment:		Recommendation:	

Conclusions: A Department wide policy outlining the steps to be taken when providing a reasonable accommodation in effective communications or documents in alternate formats. The policy should include instructions on paying for the accommodations, where to access the accommodations and the average time frame in accessing the accommodation.

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